



*Building capacity for excellence in  
service provision for people with disabilities*

## REPORT

# Seminar & Workshop – Quality in Social Services

8<sup>th</sup> June 2016  
Arad, Romania

The EPR workshop on quality in social services, provided with support of the EasI programme of the European Commission, took place on 8th June 2016 in Arad, west of Romania, and was attended by 40 persons. The event was hosted by EPR partner Fundacia ASPIS, a non-government actor in services to adults with disabilities and vulnerable populations in Arad and Vladimirescu.

Participants came from various organisations in Arad County, NGOs providing disability services, disability advocates, as well as local representatives and professionals of the DG for Social Assistance and Child Protection, a national government funded programme of social services.

The morning session was focused on introducing the relevant European Frameworks for Quality in Social Services, as well as concrete tools for implementing the values behind them. The presenters also presented EPR's own initiative for an internal and external assessment for Quality in Social Services, as well as training programme available to service providers. The morning session was led by Marie Dubost (EPR staff).

The afternoon session focused on governance in social services, and how the annual planning process related not only to the mission and

activities of the service providers, but to the values and ambitions of a service provider. These overarching ambitions are to provide high-quality services that empower service users, give them a space to participate, in order to improve quality of life, inclusion in society and reach the individual, person centred goals that each service user seeks to accomplish.

Furthermore, a real case scenario of an annual plan was examined in order to see how these principles can be put in place in the strategic planning stage. The afternoon session was led by Michael Crowley (EPR external consultant).

The participants in the audience expressed agreement with the ambitions and goals of the European Quality in Social Services initiative of the EPR, and understood the importance of a Quality System to guide governance as well as the improvement of the service users' situation.

Concerns were expressed regarding the availability of governmental or European finances for such an initiative, but EPR and ASPIS Foundation suggested to keep this discussion open as they explore possibilities for cooperation that may cover efforts to acquire funding for service providers. Local initiatives supported by

the DG for Social Assistance and Child Protection could also be investigated. Efforts will also be needed from EPR to support social services in challenging quality requirements that reflect a relatively old-fashioned view of quality assurance as the excessive production of documents with no cross-reference with to the conditions for quality services on the ground.

The evaluations form filled in by the participants reflect a very high level of relevance for attendees,

despite the variety of types of organisations and professionals represented. The interventions of the EPR speakers were very highly evaluated. Participants were also asked to reflect about topics for EPR to cover at future events, when that is possible. Among the six topics suggested, the most highly requested are “Person-centred services” and “Results”, followed by “Partnerships” and “Participation”.

For more information: [www.epr.eu](http://www.epr.eu)

**Photo Gallery at the following [link](#)**



This event has received financial support from the European Union Programme for employment and Social Innovation “EaSI” (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>